

# INVOLVEMENT

## POLICY AND PROCEDURE

### **Policy Statement**

Mypower Foundations believes that effective consultation and co-design with our primary stakeholders, especially people with disabilities and their circles of support, is pivotal for the development and refinement of inclusive, responsive, and high-quality services.

Mypower Foundations is committed to consulting with people with disability, and their families, friends, carers and advocates about its services, and involving them in decisions about the design and delivery about the services they use.

This policy explains how Mypower Foundations engages, consults, co-designs and communicates with key stakeholders. The principles of this policy also apply to any co-design of services.

This policy supports Mypower Foundations implementing the National Standards for Disability Services Standard 1: Rights and Standard 6: Service Management. It supports implementing the NDIS Practice Standards for Rights and Responsibilities (Person Centred Support) and Provider Governance and Operational Management.

### **Definitions**

**Co-design** – a voluntary process where stakeholders, such as people with disability, their families and carers, contribute their experience and ideas to design workable, useful services. Co-design can include shared decision making.

**Supported decision making** – where a person makes a decision by themselves with some level of support or assistance from other people.

**Stakeholder Engagement** – The process by which organizations involve individuals or groups with an interest in a decision or project. This ensures their perspectives and concerns are considered in decision-making. Activities can include communication, consultation, and collaboration. Stakeholders may include employees, customers, communities, and regulatory bodies.

### **Procedure**

- Support professionals and facilitators are trained and guided to recognise that people with disability have the capacity to determine their own best interests and make decisions that affect their own lives.
- People with disability will be supported to maximise their choice and control over matters that affect them.
- Active decision-making and individual choice are supported for each person we support.
- When needed, each person is supported to make informed choices about the benefits and risks of the options under consideration.
- Mypower Foundations acknowledges and respects the role of families, carers and other significant persons in the lives of people with disability.
- With the consent of people with disability, consultation occurs with them and their family or other key stakeholders on decisions that impact them. Feedback from consultations will be acted upon wherever feasible, and outcomes of the consultation will be communicated back to those involved.
- People with disability are given opportunities to contribute to the governance of the organisation and have input into policy and processes about their rights and supports.
- People's legal and human rights are understood and incorporated into everyday practice.
- People's culture, language and preferred communication style is respected and supported.
- Information gathered during consultations is confidential unless previously agreed by all parties.
- Information is timely and uses the language, mode of communication and terms suited to the person.
- Consultation occurs across a spectrum of collaboration, co-design, cooperation, and information provision.

## **Responsibility**

Each client guides the development of their service plan including deciding who is involved.

The Director is responsible for ensuring people with disability, family and carers are invited to participate in any development or review of services.

Feedback is regularly sought from clients on the services they receive through various methods, in the way that the individual has indicated is preferable to them., and suggestions for change and improvement are implemented wherever feasible.

Feedback will be reviewed quarterly, with major changes considered during the annual review.

The Director is responsible for reviewing feedback and implementing changes.

## **Relevant Legislation and Policies**

- Privacy Act 1988
- Work Health and Safety Act 2011
- NSW Anti-Discrimination Act 1977
- NSW Disability Services Standards
- National Standards for Disability Services
- Disability Discrimination Act 1992
- National Disability Insurance Scheme Act 2013
- NDIS Code of Conduct
- NDIS Quality and Safeguarding Framework
- Australian Human Rights Commission Act 1986
- Universal Declaration of Human Rights
- United Nations Convention on The Rights of Persons with Disabilities